JOSEPH MICUCCI

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https://jjomic.github.io/Portfolio/

SUMMARY:

A seasoned professional with a background in retail and a newfound passion for technology, I am recognized by my peers as a collaborative "facilitator" in team-based environments. My goal is to leverage my technical skills and interpersonal strengths to drive success for clients, teams, and myself.

KEY QUALIFICATIONS

- Innovator
- Up-selling & churn prevention
- Portfolio Development

- Data Analysis
- Team Collaboration
- Client Relationship Management

- Leadership Experience
- Empathy
- Effective teaching & mentoring

TECHNICAL SKILLS:

Languages/Libraries: C#, ASP.NET, JavaScript ES6, SQL, HTML, CSS, Bootstrap
CI/CD: Agile, Scrum
Technologies: G-Suite, Slack, Zoom, Loom, Notion, HubSpot, Salesforce, Atlassian, Contentful
Industries: SaaS, Ecommerce, MarTech, AdTech, B2B, B2C, Telecommunications
Certifications: Google Project Management, MTA: Software Development Fundamentals, Webflow 101, HubSpot Sales Software, HubSpot Service Hub, HubSpot Inbound, HubSpot Inbound Marketing

PROFESSIONAL EXPERIENCE:

Customer Success Manager, Ninetailed, USA (Remote), October 2022 – May 2023

MarTech SaaS which allows companies to enhance website personalization.

- Created success plans for a diverse clientele, setting critical goals & KPIs, spanning SMBs (avg. revenue $48.28M) to enterprise-level brands (avg. revenue $13.9B)
- Consulted on product features, operationalized testing, and provided insights on best personalization practices to elevate client experience.
- Analyzed data to deliver value-driven recommendations, yielding measurable enhancements in click-through and conversion rates for client success.

Technical Customer Success Manager, Wicked Reports, USA (Remote), March 2022 – June 2022

MarTech SaaS providing companies with marketing attribution services.

- Orchestrated onboarding processes for SMB clients, overseeing setup, data analysis, and troubleshooting, resulting in streamlined operations.
- Enhanced client engagement through collaborative UX/UI improvements, achieving a 4% usage rate increase within the first 30 days.
- Played a key role in a client onboarding beta team, ensuring efficient platform connections and data validation, consistently completing onboarding within 3-5 days against a goal of 7-10 days.

Account Specialist, Tangoe INC, Indianapolis, IN November 2020 – August 2021

B2B SaaS that serves as a company's telecom expense management system.

- Managed B2B relationships between cell phone carriers and corporate clientele for enterprise level brands (avg. revenue $50.11B).
- Provided technical support, handled billing inquiries, and facilitated device orders/replacements all within 48-hour SLA for clients.
- Served as the liaison between end users, Tangoe, and cellular service providers.

EDUCATION:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, December 2021**
  - Completed a 12-week Software Development Immersive Learning Program
  - Received the Eleven Fifty Core Value Award for Teamwork
- **Roncalli High School, Indianapolis, IN, May 2012**